



## TERMS & CONDITIONS

Please read before completing the booking form.

1. Reservation will be made for you on receipt of your completed booking form and your deposit or full payment reaching us, deposits will be taken on booking your room. Deposits will be taken within 72 hours of your booking form reaching us. £50 - £90 deposit will be taken when booking dependent on room type and length of stay. The deposit will be taken using the information you provided on the credit/debit card on booking your room. If the information you provided on the card is wrong or the credit/debit card that you booked with is declined then we can not guarantee your booking will be successful. We will try and contact you if your card has been declined for alternative deposit payment. Balance of your stay can be paid on arrival to the llamas pyjamas or by earlier if you wish to. Contact us on 01768 866776 if you would like to settle your remaining balance early.

2. Cancellations.

In the event of you having to cancel your booking more than 7 days before your stay every effort will be made to re-let the room. If this was to take place the balance of your payment will be refunded less the deposit. Cancellation 7 days or less before your stay no refund will be given.

Visitors are responsible for their own cancellation insurance arrangements.

3. Visitors Responsibilities

Visitors undertake to leave the rooms and their equipment and fittings as they found them in a clean and tidy condition. Visitors are responsible for any breakages or damage, and must inform the owners of any damages.

The owners reserve the right to seek compensation for any damage discovered after the guests have left using the credit/debit card details provided.

Any items used in the mini bar that have not been declared on departure, then the owners reserve the right to seek compensation for the used items and you will be charged accordingly from the credit/debit card information provided on booking.

Smoking is not permitted in any of the rooms and a smoking area is available on the car park area in front of Llama Karma Kafe.

No fireworks allowed on site if staying over celebration periods please.

Guests are respectfully requested to stay within the boundaries of the rooms and their designated gardens

and not to wander freely on site unaccompanied.

#### 4 Pets.

Quiet well-behaved dogs are permitted in our rooms and in Barn Owl Cottage at £10 per animal per night . They must not be left unattended in the room or cottage at any time. Dogs can be walked off site on a nearby country track. Permission for any other pet must be obtained before booking. There is also a small individual cattery available on site by arrangement if necessary at £10 per night.

#### 5. Owner Responsibilities

The right of access to the property for cleaning and inspection is retained by the owners.

The owners reserve the right to terminate the booking agreement at any stage and without refund of money if the behaviour of any holidaymaker is considered unacceptable or if the number of occupants exceeds that stated on the booking form.

The Owners have a zero tolerance to behaviour deemed unnecessary by guests to staff, customers and other guests. This includes in person, online and any other communication. The offending person will be asked to leave and no refund given and any corresponding authorities called.

Prices are inclusive of heating, electricity, towels and linen.

Rooms are available from 3 p.m. on the day of arrival.

Departure is requested between 7am - 10a.m. on your final morning.

Check in times may sometimes be changed by prior arrangement if necessary.

Please note late checking in charges may apply.  
After 10:30 pm - £5 Charge.

Please note by booking in to the llamas pyjamas your email address will be added to the email database to receive our monthly newsletter.

If you do not wish to be included on to the e-mail database then please say so on departure. You can also unsubscribe to the mailing list if you wish to do so at the bottom of your first e-mail received by us.

We will not use your email address for any other purposes then to send you some information and offers in the future incase you would like to stay with us again at a discounted rate.

You may e-mail Dan on [llamakarma1@sky.com](mailto:llamakarma1@sky.com) to clarify any possible alternative requests to the terms and conditions.